



**UNICOR**

# THE BEST KEPT SECRET IN CONTACT CENTER OUTSOURCING

THE SECRET IS OUT! CHOOSE UNICOR.



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UNICOR

Services Business Group



## **UNICOR—A Community Service and A Valuable Employer Resource**

For over 70 years, UNICOR / Federal Prison Industries has been operating factories and employing inmates in America's correctional institutions. Operating under a Department of Justice mandate to employ inmates in productive work, it is a self sustaining public corporation that receives no tax dollars.

After years of providing quality goods and services to federal agencies, UNICOR now has the authority to partner with private sector firms who are sending the work off shore, or in lieu of sending the work off shore. Companies expanding into new areas of business can also take advantage of UNICOR's unique outsourcing alternative. With more and more contact center work being outsourced for cost savings, UNICOR can provide contact center support at a highly competitive rate, and do it right here in the USA.

Imagine... All the benefits of domestic outsourcing at off shore prices. It's the best kept secret in outsourcing!

## **A Partnership Based on Experience and Performance**

Now, private companies and government agencies can outsource their contact center work to UNICOR. In a nutshell: You provide the software, telcom, and training, and we'll provide the facility and labor. We have demonstrated our capability with real world results:

### ***Inbound Directory Assistance***

Our DA contact center employs over 200 workers, 7 days a week, handling all manner of Directory Assistance calls. With an AHT of 35 seconds, an Abandon Rate of under 2%, and an ASA of under 5 seconds, our workers are comparable with any in the private sector. In fact, after teaming with UNICOR for overflow calls, our partner's overall quality standards *improved*.

### ***Outbound B2B***

Our Outbound B2B contact center has performed data scrubbing, lead generation, and profiling for some of the top companies in America. Employing over 100 workers "following the sun" 5 days a week, they have concluded every campaign with unqualified success.



## Important Benefits for Your Contact Center Needs

When you outsource to UNICOR / Federal Prison Industries, the benefits are very clear. We offer:

- Skilled operators
- Low labor rates
- Native English and Spanish language skills
- High security
- Locations throughout the country
- Scalability

By taking advantage of UNICOR's Contact Center capability, you can let us address your simple, high volume, first-tier customer support functions, while your employees focus on the more complex, high-value operations.

## UNICOR / Federal Prison Industries— Up to Date and Up to the Task

Our Contact Center Program focuses on voice based services to provide order capture and order entry to the manufacturing, information technology and communications sectors, as well as voice based inbound customer and technical support. Contact Center capabilities include:

- Credit card transactions through Interactive Voice Response (IVR) and Computer Telephone Interaction (CTI)
- Potential for up to 100 or more contact center locations with up to 200 seats per center
- Inbound contact center services
- Outbound B2B sales support
- Fulfillment service
- Help desk service

## A Commitment to Quality and Security

UNICOR takes additional steps to insure that inmates can safely meet the security needs of any contact center client. Inmates are not permitted to make calls to private citizens

× **HIGHLY SKILLED WORKFORCE**

× **LOCATIONS THROUGHOUT THE US**

× **INBOUND SALES SUPPORT/OUTBOUND B2B**

× **SCALABILITY**

× **NATIVE LANGUAGE SKILLS**

in their homes, and UNICOR carefully reviews potential inbound consumer call work to assure everyone involved that inmates will not have access to personal information. We will not accept any work if there is any question that we can meet all parties' security concerns.

## The Best Kept Secret in Outsourcing

Whether you need outbound B2B or inbound contact center support, UNICOR believes that we can be the ideal partner. We have the experience, we have the quality control, we have the cost-effective labor pool, and we have the facilities nationwide to offer a highly competitive alternative to off-shore outsourcing.

Let's face it, outsourcing off shore can be a hassle. There are language barriers, varying monetary exchange rates, time differences, and simply visiting your contact center can involve a transoceanic flight. When you outsource with UNICOR, your contact center is located in the United States, and those issues disappear. Your company will enjoy all the benefits of a domestic operation, with the cost savings of going off shore. When you partner with UNICOR, your company is providing valuable job skills to federal inmates while it repatriates jobs back from overseas.

It's truly a "win-win" situation for all involved. Contact us today and find out how UNICOR can become your #1 Contact Center outsourcer.

# DOMESTIC OUTSOURCING AT OFFSHORE PRICES!

- × **HIGHLY SKILLED WORKFORCE**
- × **LOCATIONS THROUGHOUT THE US**
- × **INBOUND SALES SUPPORT**
- × **OUTBOUND B2B SERVICE**
- × **HELP DESK SERVICE**
- × **SCALABILITY**
- × **NATIVE LANGUAGE SKILLS**



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**Services** Business Group

Call: **Frank Hurst**, Business Development Manager  
202-305-3954  
fhurst@central.unicor.gov  
or **Mark Miller**, Program Manager  
202-305-3750  
mmiller@central.unicor.gov

